

Student's Name/Initials

/

Date

Teacher's Initials

Date

STUDENT PROFILE
ADMINISTRATIVE SUPPORT TECHNOLOGY
COURSE CODE: 5122

DIRECTIONS: Evaluate the student using the applicable rating scales below and check the appropriate box to indicate the degree of competency. The ratings 3, 2, 1, and N are not intended to represent the traditional school grading system of A, B, C, and D. The description associated with each of the ratings focuses on the level of student performance or cognition for each of the competencies listed below.

COURSE DESCRIPTION: This course is designed to provide an overview of the major responsibilities and tasks in an administrative support position. The objectives of the course are to enhance technical skills; solve business-oriented problems; manage general office tasks; and demonstrate effective supervisory, management, and human relations skills. The course is recommended for students in grades 10-12. The prerequisite for this course is Computer Applications or Integrated Business Applications 1.

CREDIT: 1 unit

PERFORMANCE RATING

- 3 - Skilled--can perform task independently with no supervision
 2 - Moderately skilled--can perform task completely with limited supervision
 1 - Limitedly skilled--requires instruction and close supervision
 N - No exposure--has no experience or knowledge of this task

COGNITIVE RATING

- 3 - Knowledgeable--can apply the concept to solve problems
 2 - Moderately knowledgeable--understands the concept
 1 - Limited knowledge--requires additional instruction
 N - No exposure--has not received instruction in this area

A. Safety and Ethics

3 2 1 N

- — — — 1. Identify major causes of work-related accidents in offices.
 — — — — 2. Describe the threat of viruses to a computer network, methods of avoiding attacks, and options in dealing with virus attacks.
 — — — — 3. Identify potential abuse and unethical uses of computers and networks.
 — — — — 4. Explain the consequences of illegal and unethical uses of information technologies, e.g., privacy; illegal downloading; copyright violations; licensing infringement; and inappropriate uses of software, hardware, and mobile devices.
 — — — — 5. Differentiate between freeware, shareware, and public domain software copyrights.

- — — — 6. Discuss computer crimes, terms of use, and legal issues such as copyright laws, fair use laws, and ethics pertaining to scanned and downloaded clip art images, photographs, documents, video, recorded sounds and music, trademarks, and other elements for use in Web publications.
 — — — — 7. Identify netiquette including the use of e-mail, social networking, blogs, texting, and chatting.
 — — — — 8. Describe ethical and legal practices in business professions such as safeguarding the confidentiality of business-related information.

B. Employability Skills

3 2 1 N

- — — — 1. Identify positive work attitudes, e.g., appropriate dress code for the workplace, personal grooming,

punctuality, time management, organization).

- — — — 2. Demonstrate positive interpersonal skills, e.g., communication, respect, and teamwork.

C. Student Organizations

3 2 1 N

- — — — 1. Explain how related student organizations are integral parts of career and technology education courses.
 — — — — 2. Explain the goals and objectives of related student organizations.
 — — — — 3. List opportunities available to students through participation in related student organization conferences / Competitions, community service, philanthropy, and other activities.

- ___ ___ ___ ___ 4. Explain how participation in career and technology education student organizations can promote lifelong responsibility for community service and professional development.

D. Document Skills

3 2 1 N

- ___ ___ ___ ___ 1. Key mailable business documents in acceptable format.
- ___ ___ ___ ___ 2. Address envelopes/labels (including special notations such as "personal" and "confidential") in the style currently recommended by the United States Postal Service (USPS).

E. Information Processing

3 2 1 N

- ___ ___ ___ ___ 1. Edit documents.
- ___ ___ ___ ___ 2. Identify terms commonly used in information processing.
- ___ ___ ___ ___ 3. Demonstrate ability to use reliable references.
- ___ ___ ___ ___ 4. Identify characteristics of an efficiently organized workstation.
- ___ ___ ___ ___ 5. Identify the differences between stand-alone and networked computers.

F. Telephone Techniques

3 2 1 N

- ___ ___ ___ ___ 1. Identify telephone services and types of calls.
- ___ ___ ___ ___ 2. Locate telephone numbers and addresses.
- ___ ___ ___ ___ 3. Identify proper techniques for answering, screening, and placing calls.
- ___ ___ ___ ___ 4. Identify proper techniques for placing caller on hold, transferring a call, and/or taking a message.

G. Filing/Records Management

3 2 1 N

- ___ ___ ___ ___ 1. Identify types of filing supplies, procedures, and systems.
- ___ ___ ___ ___ 2. File office information manually and electronically.
- ___ ___ ___ ___ 3. Retrieve information from files.
- ___ ___ ___ ___ 4. List the phases of a record life cycle.

H. Mail Processing

3 2 1 N

- ___ ___ ___ ___ 1. Process incoming mail and outgoing mail.
- ___ ___ ___ ___ 2. Identify special mail services through USPS (certified, registered, return receipt, etc.).
- ___ ___ ___ ___ 3. Identify alternative couriers (FedEx, UPS, DHL, inter-office).
- ___ ___ ___ ___ 4. Use electronic mail.
- ___ ___ ___ ___ 5. Identify equipment used in processing mail.

I. Business Communication

3 2 1 N

- ___ ___ ___ ___ 1. Follow oral and written instructions.
- ___ ___ ___ ___ 2. Annotate letters, reports, and news articles.
- ___ ___ ___ ___ 3. Edit documents using proofreader's marks.
- ___ ___ ___ ___ 4. Identify the process of transcribing documents from recorded materials.
- ___ ___ ___ ___ 5. Identify good listening skills.
- ___ ___ ___ ___ 6. Deliver an oral presentation.
- ___ ___ ___ ___ 7. Interpret nonverbal communications.

J. Business-oriented Tasks

3 2 1 N

- ___ ___ ___ ___ 1. Plan a business trip.
- ___ ___ ___ ___ 2. Prepare an itinerary.
- ___ ___ ___ ___ 3. Prepare an agenda for a meeting.
- ___ ___ ___ ___ 4. Prepare bank records and bank reconciliation forms.

- ___ ___ ___ ___ 5. Identify payroll procedures.
- ___ ___ ___ ___ 6. Prepare business reports.
- ___ ___ ___ ___ 7. Solve problems involving percentages and discounts using a calculator.

K. Career Development

3 2 1 N

- ___ ___ ___ ___ 1. Evaluate career opportunities.
- ___ ___ ___ ___ 2. Identify sources of employment opportunities.
- ___ ___ ___ ___ 3. Compose a letter of application.
- ___ ___ ___ ___ 4. Compose a resume.
- ___ ___ ___ ___ 5. Complete a job application form.
- ___ ___ ___ ___ 6. Identify behaviors considered to be appropriate or inappropriate in a job interview.
- ___ ___ ___ ___ 7. Compose a follow-up letter.
- ___ ___ ___ ___ 8. Compose a letter of resignation.

L. Professionalism

3 2 1 N

- ___ ___ ___ ___ 1. Identify appropriate work habits and ethics.
- ___ ___ ___ ___ 2. Identify personal qualities that promote good human relations.
- ___ ___ ___ ___ 3. Identify skills necessary to work as a team member.
- ___ ___ ___ ___ 4. Identify appropriate dress for the workplace.
- ___ ___ ___ ___ 5. Identify personality traits that increase job performance.

M. Decision Making

3 2 1 N

- ___ ___ ___ ___ 1. List the steps in problem solving.
- ___ ___ ___ ___ 2. Establish priorities for effective completion of tasks.
- ___ ___ ___ ___ 3. Select items to include in a new employee's orientation.

N. Leadership

3 2 1 N

- — — — 1. List characteristics of effective leaders.
- — — — 2. Identify different types of leadership styles.

O. Management

3 2 1 N

- — — — 1. Identify the functions of management.
- — — — 2. List the responsibilities involved at the different levels of management.
- — — — 3. Format an organizational chart.
- — — — 4. List factors involved in employee appraisal.
- — — — 5. Set priorities for workflow.
- — — — 6. Develop efficient procedures for workflow.
- — — — 7. Define ergonomics and its effect on employee productivity.